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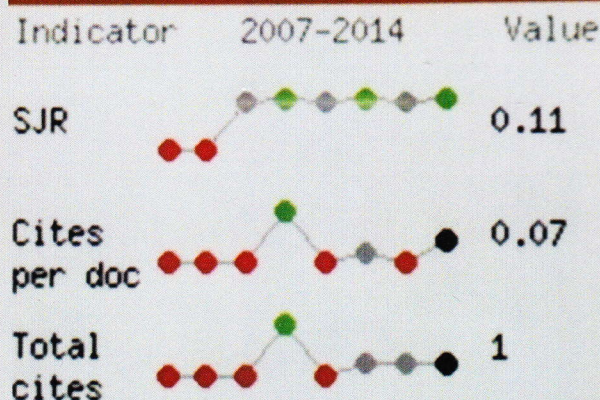
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## AN ANALYSIS OF THE PUBLIC SERVICE PERFORMANCE BASED ON HUMAN DEVELOPMENT INDEX IN MAKASSAR CITY, INDONESIA

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**Abstract:** *This study aimed to analyze and explain the performance of public services based on the Human Development Index (HDI) in Makassar. The method used is descriptive analysis of ex post facto. Secondary data were obtained through analysis of documents, both from the Central Bureau of Statistics, the government of Makassar, and of the relevant scientific publications. Data were analyzed by descriptive qualitative with quantitative data supported. The results showed that in the era of regional autonomy HDI is an ideal proxy for measuring the performance of local governments, including the city of Makassar. The index is an overview of local government performance in three main areas, namely education, public health, and the economy. Then, success in managing the finances to make the area capable of improving the performance of public services. Improved public service performance is reflected in the increase in HDI, which in turn can improve the welfare of society. Improved performance of public services will also improve the competitiveness of the region as a destination for domestic and foreign investment.*

**Keywords:** *Performance, Public Services, Human Development Index.*

### INTRODUCTION

The objective conditions shows that public service is still faced with a system of government that has not been efficient and effective as well as the quality of human resources is not adequate apparatus. The indication is visible from the number of complaints and complaints from the public, both directly and through the mass media, such as service procedures are cumbersome, expensive costs to be incurred, uncertainly completion period, the terms are not transparent, and the attitude of officials less responsive, giving rise to the government's image is

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not good. The same is evident from the results of research Institute in the city of Bandar Lampung and West Lombok (2002) that public services, especially in education, health and infrastructure have not shown any real change towards the better, it tends otherwise. Similarly, research reports and the Population Studies Center Gadjah Mada University policy regarding public services in Jogjakarta, West Sumatra and South Sulawesi (2001) showed that more than 50 percent of public service users complained about the service it receives. Some experts, for example, Hoessein (2002), Baedhowi (2007), Suryadi (2009), Amins (2012) suggests that the quality of public services provided by a number of departments and non-government agencies or departments are still fluctuating tides.

To overcome these problems needed efforts to improve the quality of public services on an ongoing basis to achieve public service excellence. For the government of Makassar these efforts is reflected in its mission, among others, the townspeople realize a healthy, intelligent, productive, competitive and dignified; Makassar realize strategic role in the domestic and international economy; realizing good governance and quality.

In the era of regional autonomy, the Human Development Index (HDI) is an ideal proxy for measuring the performance of a local government. The index is an overview of local government performance in three main areas, namely education, public health and economic (Fadel, 2009 in Mano, 2012; Law No. 25 of 2009; Dwiyanto, 2011)). Local government performance in these three areas is none other than the performance of the public service or non-financial performance.

Public services have a broad scope, the service needs and basic rights, the needs of public goods, and international commitments. Once the extent of coverage of public services, so in this paper is limited to three areas that have been described previously, namely education, health, and economy. These three areas are an ideal proxy of local government performance as reflected in the HDI.

Human Development Index is a picture of the achievements of human development, as measured by the progress in the three areas of human development namely the economic, educational, and health. The index is measured on the four components, namely longevity or life expectancy, literacy / literacy rates and average length of schooling, as well as purchasing power: the ability to access the resources needed to achieve a decent standard of living. HDI value of a country or region shows how much a country or region that has reached the target determined that the life expectancy of 85 years, basic education for all levels of society (without exception), as well as the level of expenditure and consumption have reached the standard of living. The closer the value of the Human Development Index (HDI) or HDI of a country / region to 100, getting close to the road that must be taken to achieve that goal.

Education and health is an indicator of various indicators of the goal of “Millenium Development Goals (MDGs)”. In the millennium development goals are ambitious agenda for reducing poverty and improving lives agreed upon by world leaders in order to implement the concept of sustainable development. Indonesia is one country that also approved the millennium targets in 2015. In the field of health goals and targets of the MDGs is to reduce child mortality by two-thirds target of reducing the rate of child mortality, improving maternal health by reducing the target three-quarters the maternal mortality ratio, combating HIV / AIDS, malaria and other diseases by inhibiting the target and begin to reverse the spread of HIV / AIDS.

Meanwhile, the economic field is the “ultimate weapon” to fix the joints of the main order of society. There are a variety of economic development strategies that have been made by the government. In the reform era, the government implement economic development strategies memerioritaskan “justice, then growth” strategy, known as “Equity to / with Growth” (Hakim, 2003). The concept is in line with the concept of social economy. Through the Law on Local Government, the concept is expected to be applied consistently. The area is expected to take a decision to increase the ability of people to manage economic resources and finance areas, which in turn means it will empower people’s economic activities in the region.

## **RESEARCH METHODS**

This research is a descriptive ex post facto in Makassar. The data used is secondary data obtained through documents, both from the Central Bureau of Statistics, the government of Makassar, and of the relevant scientific publications. Secondary data were obtained and ditrianggulasi through observation and also asked the informant who are considered to have the authority to the object under study. Data were analyzed by descriptive qualitative with quantitative data supported.

## **RESULTS AND DISCUSSION**

Makassar city government’s efforts to realize the vision and mission set forth in various policies, programs, and activities in various fields (Sirajuddin, 2009), including education, health, and economy.

### **Education**

To improve the quality of human resources, the government of Makassar assign different policies to improve the quality and equity of education, among other educational programs subsidized at the level of elementary and secondary education, the development of smart schools, the implementation of the Minimum

Service Standards Schools, as well as the improvement of school facilities and infrastructure.

Makassar City government performance in the field of education looks at several indicators of the quality of human resources is reflected in the figures are improving school participation. In 2009 the School Participation Rate (APS) for the population of primary school age (7-12) of the year by 96.89 percent, junior (13-15) years amounted to 85.62 percent and senior (16-18) years amounted to 55.64 percent, in 2010 increased to elementary school age (7-12) of the year by 97.47 percent, junior (13-15) years amounted to 86.06 percent and senior (16-18) years amounted to 57.47 percent (Profile Makassar, 2011, in Mano, 2012). Gross Enrolment Ratio (GER) for SMP / MTs nationally reached 98.2 percent, the level of SMA / MA / SMK nationally 70.53 percent (Bappenas, 2009). So APK Makassar despite rising but still below the national achievements, meaning that many children are not supposed to denounce education according to age. On the other hand, the APK 11.41 percent difference between primary and secondary school indicates the number of elementary school students who do not continue their education to junior secondary level. While the difference between the junior and senior secondary GER is 27.67. Meanwhile, from the physical aspect of the number of schools, students, and teachers, from kindergarten, elementary, junior and senior high also increased. Increasing the number of teachers exceeds the increase in students is an indication that the government's efforts to improve the ratio of Makassar students and teachers, which is expected to repair the quality of output kindergarten. Meanwhile, a decrease in the number of schools and students although small, but it needs to be the government's attention Makassar because it is not in line with the national program to succeed the 9-year compulsory education program. The ratio of students and teachers for 4 years (data of 2011) was 9, 9, 9, 6, while at the national level 13. This ratio is far below the national average, where it is a waste and burdensome government budget Makassar.

## **Health**

The government's success in the development of Makassar in the health sector can be seen in two aspects of the health of health care and health human resources. The number of health facilities include: 1 unit Hospital, 38 Public Health Centres, 44 PUSKESMAS Maid, 37 PUSKESMAS Roving, and 8 Polyclinics. Related to free health care there are 1,035 units of health facilities that consist of a single unit of power hospitals, eight health centers Inpatient, Inpatient Nonrawat 29 PHC units, 44 units and 953 units branch (Pustu) IHC (Profile Makassar 2011). Meanwhile, human resources in the health sector include: general practitioners 98 people, specialist 25, dentist 68, pharmacists 22, nutritionists 33 people, laboratory analysts 40 people, environmental health experts 44 people, undergraduate pharmacy 42,

377 nurses, 102 public health experts. Availability ratio of physicians to population is 1: 932 people (Profile of Makassar, 2011).

Health care strived to spread toward the eastern region and suburban hospitals by optimizing power through the development of health care functions, maternity and dental care and some other services. In addition, the construction and rehabilitation carried out several health centers and provision of medical devices. Community health status of Makassar in 2010 sufficiently increased, as reflected in life expectancy (AHH) reached 73.58 years, whereas in 2009 only reached 73.43 years. The infant mortality rate in 2009 was 11.34 per 1,000 live births (KH) and in 2010 decreased to 10 per 1,000 KH. The maternal mortality rate in 2009 was 16 per 100,000 KH and in 2010 decreased to 11.8 / 100,000 KH. Prevalence of malnutrition among children under five in 2009 amounted to 15.35 percent, in 2010 decreased to 15.22 percent (Profile of Makassar in 2011, in Mano, 2012). Makassar City Government to implement preventive and promotive efforts in an integrated and sustainable by involving the community, including in the prevention of sexually transmitted diseases such as HIV / AIDS and drug abuse.

## **Economics**

Makassar development performance in the economic sector in general can be seen from the development of the macroeconomic variables that consists of several indicators, among others:

### ***Investment Development***

Investment is an important component in boosting economic growth more sustainable. Investment activities in turn will encourage activities in other sectors, including exports. Makassar City Government has been implementing various programs and activities to develop investment and business regulation.

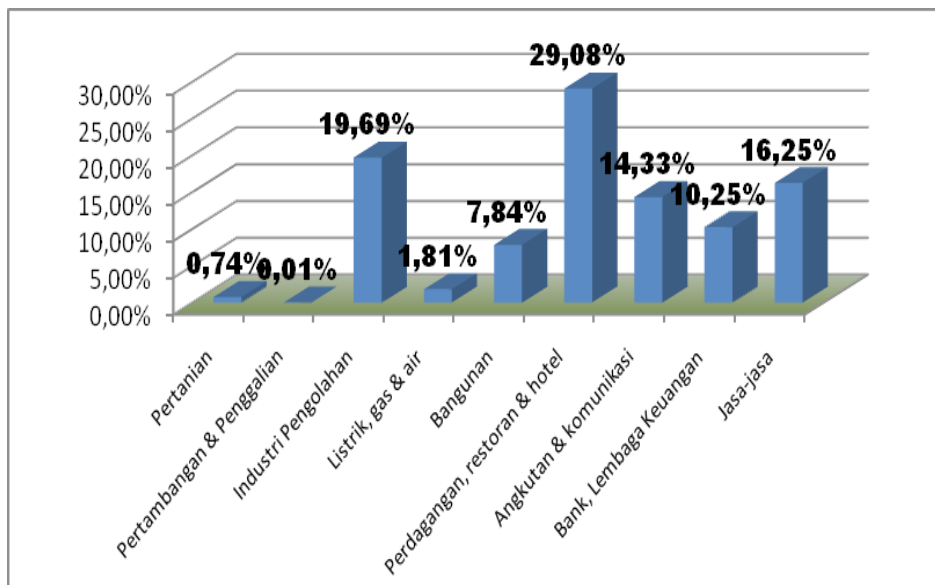
To measure the success of a major program of investment development and regulation of business is the investment value of small and medium industries. The investment value of small and medium industries showed an increase from year to year. Monetary instruments with interest rates that are responsive has fueled the growth of investment. In 2009 resulted in the approval of Rp.195,45 billion domestic investment and FDI of \$ US 13.87 million. In 2010 the second type of investment increases domestic investment respectively to Rp. 1,265,796,075,422 and PMA for \$ US 1.02933 million (Patarai, 2011, in Mano, 2012).

### **Gross Regional Domestic Product (GRDP)**

Gross Domestic Product (GDP) is one of the macro-economic indicators are generally used to measure the economic performance of a country. At the regional level,

provincial and district / city to use Gross Domestic Product (GDP). GDP Makassar in 2006, 17.13 trillion, in 2007 increased by 20.86 trillion. In 2008 increased again to 26.75 trillion in 2009 to Rp. 31.26 trillion, in 2010 increased by approximately 17.50 per cent to 36.73 trillion. Good economic growth characterized by uncontrolled inflation, where in 2009 the inflation rate reached an average of 3.24 per cent and there in 2010 amounted to 6.82 percent. Inflation conditions at the national level of 11.64 percent. Makassar economic growth fueled by investments made by the government through the budget. In addition, the role of the private sector to the real sector cannot be ignored. If viewed from the aspect of work according to the industry, the majority of the population of Makassar tried in big trade, retail, restaurants and hotels by 30, 12 percent followed by the processing industry amounted to 20.46 percent, the next is in the field of transport and communications 15.98 percent, 11.11 percent and financial services 10.96 percent (Patarai, 2011, in Mano 2012). The economic structure of Makassar, is still dominated by trade, hotels and restaurants, as shown in Figure 1.

**Figure 1: Projected Economic Structure of Makassar, Year 2013-14.**

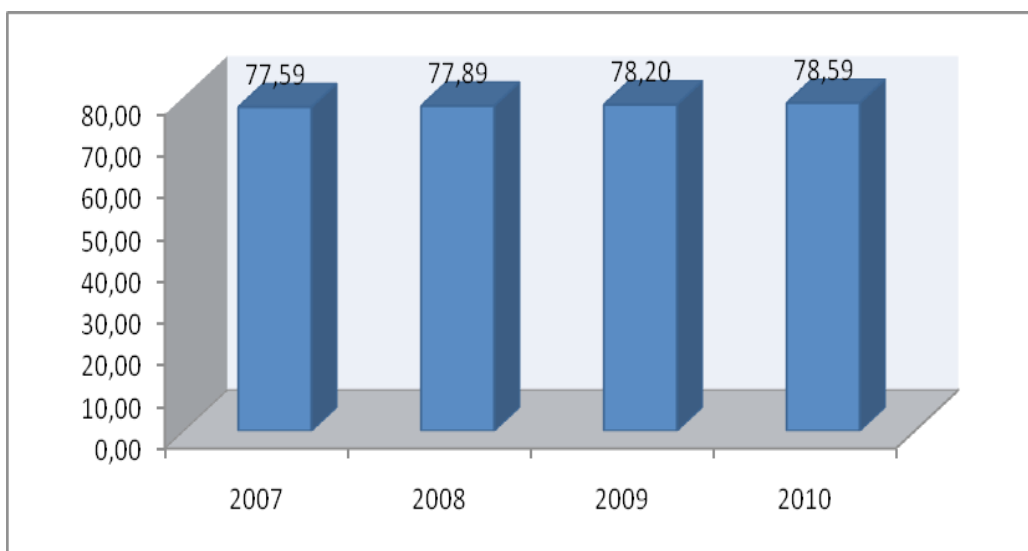


Based on Figure 1, trade, restaurant and hotel is a major part of the economic structure of Makassar. This condition is triggered by the geographical location of Makassar which is a distribution center for goods and services in Eastern Indonesia. Those efforts to accommodate a lot of manpower. In the second tier economic structure is occupied by processing industries are scattered in 12 districts



of 14 districts in the city of Makassar. Is at the third position was business services. Along with the development of a city, businesses services had been developed for modern society increasingly require more individualized services. The fourth position is occupied by transportation and communication efforts. Smooth and cheap transport, availability of means of communication will facilitate other types of businesses. Without transportation and smooth communication efforts may not trade, hotels, services will develop well. The business banking services and other financial institutions is at the fifth position in the economic structure of Makassar. Banking institutions are functioning intermediary, collecting funds from the public and then distribute to the people who need them, especially the business sector will largely determine the development of the economy of a region. Non-banking financial institutions such as pawn shops, credit unions are also needed by the people who have difficulty reaching banking institutions. Insurance institutions evolve with increasing awareness and well-being of society, they want to protect the future if there is risk. While agriculture and mining small contribution in the economic structure of Makassar. The small agricultural sector in the economic structure of Makassar is an indicator that the city is quite high dependence on other regions in terms of food security. Agricultural land that is converted into non-agricultural land such as housing, office buildings, industry, and others. The impact of the success of the government of Makassar in the fields of education, health and the economy has been an increase in the Human Development Index (HDI) significantly. (See Figure 2).

**Figure 2: Development of HDI Makassar 2007-2010.**



## CONCLUSION

Public service is the right of all citizens. Therefore, the public service bureaucracy has a duty to develop a service management capable of guaranteeing all citizens without exception in order to access public services. Based on the results of data processing, the performance of the public service of the government of Makassar pretty good, but is not expected to make the city government quickly satisfied but it is used as a trigger to perform better in the future. Residents of the community consists of various ethnic socio-economic status, place of residence, physical conditions varied so that they do not have the same ability to access public services. Therefore, the obligation of local authorities to improve the capacity of citizens were left behind and marginalized to have equality in accessing public services.

Meanwhile, to improve the management capacity of public service providers should apply the model of New Public Management (NPM) and the New Public Service (NPS). The concept of NPM and NPS with customer satisfaction oriented principle (citizens) and the results (outcomes), which obviously has a very significant role in improving the performance of local governments, as has been done in other countries. The key is trying to overcome the obstacles of implementation of NPM and NPS to develop the antithesis, or synthesis statement Golembiewski (2003) through the development and application of the model of public services accountable, taking into account the peculiarities of the environment (milieu-specificity) where NPM or NPS will be implemented, while strengthening preparedness culture and local wisdom for institutions and employees (cultural preparedness), in the framework of bureaucratization and the transformation of public organizations through approach 5-R, namely Reinspiring Revitalizing, Renewing, Restructuring, Reframing (Akib, 2011) - as the basis of the development model of organizational performance services public.

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